

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post GUATEMALA CITY	2. Agency DEPARTMENT OF STATE	3a. Position Number
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☒ No

4. Reason for Submission

- ☐ a. Redescription of duties: this position replaces
(Position Number) _____, (Title) _____ (Series) _____ (Grade) _____
- ☒ b. New Position Residential Maintenance Handyman
- ☐ c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority				
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) Residential Maintenance Supervisor	7. Name of Employee
8. Office / Section GSO / Real Estate Section	

b. Second	
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9. This is a complete and accurate description of the duties and responsibilities of my position _____ Printed Name of Employee _____ Signature of employee _____ Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position _____ Printed Name of Supervisor _____ Signature of Supervisor _____ Date (mm-dd-yyyy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position _____ Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head _____ Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy)
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13. BASIC FUNCTION OF POSITION

Under the supervision of the S/GSO or Housing A/GSO, serves as primary responsible party for all matters related to maintenance and upkeep of leased residential facilities. Through the supervision and oversight of mission personnel as well as contracted service providers, ensures that all residences in the Embassy housing pool are fully functional and safely maintained. Conducts regular inspections before, during and after residency of homes to ensure that they are appropriately maintained. Performs additional GSO tasks as required, particularly other maintenance oversight tasks in support of other leased properties. As needed will drive Government Owned Vehicle (GOV) for official business.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

I – SUPERVISION OF MAINTENANCE WORK

60% of Time

Is responsible for the overall Post Residential Maintenance Program, providing oversight to all maintenance in Embassy-leased housing whether performed by contracted tradespeople, landlord staff or Embassy personnel. Maintenance tasks include but are not limited to plumbing, electrical, carpentry, telephone/cable, masonry, painting, refrigeration, metalwork, lock service and general handyman work. In response to work order requests, make-ready and/or routine inspections, performs initial assessment and diagnosis to ascertain the work necessary. In consultation with the Realty Specialist and Work Order Clerk determines whether maintenance tasks are most appropriately and effectively performed by Embassy staff, Embassy-contracted personnel or landlord personnel. Serves as Contracting Officer's Representative (COR) for all residential maintenance vendors, on both one-time projects and long-term service contracts performed on an Indefinite Delivery, Indefinite Quantity (IDIQ) basis. Completes or assists tradespeople in completing emergency repairs, minor repair work and preventative maintenance tasks as required. Provides Quality Assurance/Quality Control (QA/QC) reviews of landlord-performed work. Develops maintenance schedules and sets priorities, and makes recommendations concerning the annual maintenance budget. Recommends materials for stock and establishes required levels dependent on the frequency of use. Monitors safety practices of residential maintenance operations, reports deficiencies to Post Occupational Safety and Health Officer (OSHO), and provides recommended corrective actions. Petty cash holder in the amount of Q2000 for appropriate needed spot purchases of supplies and equipment.

As COR, advises Real Estate GSO and Contracting Officer on the staffing and/or quantity requirements for Residential Maintenance contracts. Prepares or assists in preparing the Statements of Work (SOWs) for both long-term and one-time maintenance contracts. As needed, attends site visits and pre-proposal conferences with prospective contractors, and assists in the review and technical evaluation of offers from contractors. After award, serves as POC during the performance of work by contractors and verifies completion of all tasks including clean-up. Brings faults, discrepancies, or noncompliance to the attention of the Real Estate GSO and/or Contracting Officer.

II – MAINTENANCE INSPECTIONS AND PREVENTATIVE MAINTENANCE

20% of Time

Completes inspections of all residences in the Housing Pool to identify preventive and routine maintenance tasks, and establishes a schedule for these inspections to ensure that every residence is inspected semiannually. Completes make-ready inspections prior to new occupancies, as well as initial and final move-out inspections to assess both damage and make-ready needs. Establishes, initiates and manages preventative maintenance schedules on all air conditioning units, generators and other equipment.

III – PERSONNEL MANAGEMENT

10% of Time

In the absence of the Realty Specialist, supervises the Work Order clerk in the coordination of Embassy maintenance and make ready tasks. Supervises the work of the Handyman once the position is established and filled, as well as other tradespeople positions added to the Real Estate Section.

IV – OTHER DUTIES

10% of Time

Performs other duties as required in support of other General Services Office functions, including serving in the duty rotation for after-hours/emergency maintenance calls. Is assigned to drive Residential Maintenance Truck on official business.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."

15. REQUIRED QUALIFICATIONS

- a. **Education:** Completion of secondary school is required. Must have completed vocational training or apprenticeship recognized as producing journeyman maintenance skills in one of the major maintenance trades, or have completed other specialized training recognized as pertinent to maintenance management.
- b. **Prior Work Experience:** At least five years of progressively responsible experience in the maintenance area. Ideally this would include journeyman maintenance and supervisory experience, as well as experience in maintenance inspection, planning or estimating.
- c. **Post Entry Training:** Relevant department regulations and USG procedures; use of relevant department including Ariba. Contracting Officer's representative (COR) training. Assistant Post Occupational Safety and Health Officer Training, based on availability.
- d. **Language Proficiency:** Level III (Good Working Knowledge) written and spoken English and Level IV (fluent knowledge) written and spoken Spanish
- e. **Knowledge:** Good working knowledge of building maintenance operations is required, as is familiarity with grounds maintenance, pool maintenance and pest control. Familiarity with International Building Codes (IBC) and U.S. standards and codes, regulations and practices is required. Must have good knowledge of maintenance trade, tools, equipment and standard maintenance practices and procedures. Must have good knowledge of safety, safety equipment and procedures.



- f. **Skills and Abilities:** Must be able to organize work in order of priority, act courteously in dealing with the public, work effectively with an extensive list of local contacts and make on the spot decisions. Must have organizational abilities and be able to deal with conflicting, often self-serving demands with grace and tact. Must have the ability to identify deficiencies and recommend cost-effective corrective actions. Must have good computer skills (Microsoft Office Suite). Must have (and maintain) license to drive in Guatemala.

16. POSITION ELEMENTS

- a. **Supervision Received:** Receives direct supervision from S/GSO or A/GSO with oversight responsibility for the Housing Program, but is expected to work with very little supervision. He/she will receive general directions but will be expected to proceed independently with the various work requests and tasks.
- b. **Supervision Exercised:** Exercises direct supervision over Handyman in completion of assigned maintenance tasks, and serves as COR in supervising the work of all Embassy-contracted maintenance service personnel. The Residential Maintenance Supervisor will spend most of his/her time supervising the various tasks and projects that will be underway at any given moment. He/she will have to provide expert knowledge to help resolve difficult problems, guide the work crews, schedule the work, and ensure that it will be completed satisfactorily and on time.
- c. **Available Guidelines:** U.S. Government regulations; Guatemalan building codes; and local trade practices. Only limited guidelines are available, normally in the form of written or verbal instructions; OBO standard maintenance and operation practices are the primary guides.
- d. **Exercise of Judgment:** The Residential Maintenance Supervisor will need to be able to employ considerable judgment in resolving difficult maintenance problems that may arise, bringing work up to American standards with limited tools and equipment and scarce materials, and responding to Americans' (sometimes impossible) demands that work be done a certain way. He/she will often be called in to give his/her expert opinion on a potential project in order to help in determining the feasibility.
- e. **Authority to Make Commitments:** Independently authorizes and commits USG and contracted resources and personnel as required to ensure the availability and reliability of facilities and equipment. Authorized as a BPA caller on relevant equipment and service BPAs, as well as for petty cash expenditures up to Q2,000.
- f. **Nature, Level, and Purpose of Contacts:** The Residential Maintenance Supervisor is in constant contact with materials suppliers, skilled workers and contractors available on the open market, maintenance and administration personnel in residential buildings and communities.
- g. **Time required to Perform Full Range of Duties after entry into the position:** One year.